

CASE MANAGER

Position Summary

The Case Manager provides direct client care to residents at The Pathway Home (TPH). This position is responsible for monitoring a case load of residents throughout their time in the program for case management, treatment planning, and discharge planning. In addition to individual case management, this position will lead groups and psychoeducational seminars, be a member of the TPH Admissions Team, engage in community outreach with community partners and volunteers, and plan wellness activities and life skills outings.

Program Overview

Established in 2008, The Pathway Home (TPH) is a non-profit agency that has served as a residential community committed to Veterans having difficulty transitioning from military service to civilian life. In its new design, the mission of The Pathway Home is to provide veterans with educational, professional and clinical support designed to enhance their lives following military service. By offering an integrated program that builds on individual and collective strengths, develops critical tools that promote physical and mental health, and supports academic development and career aspirations, we aim to expand veterans' opportunities for long-term success and improved quality of life.

Employment Type: Full-Time, 40-hours benefitted position. (9:00-5:30, M-F)
Ability to work a flexible schedule, including some evenings and weekends.

Location: Yountville, CA

Reports to: Reports to and receives direction and assignments from the Clinical Director.

Primary Duties and Responsibilities

- Conducting weekly case management with residents to include creating treatment plans that identify the resident's individual goals related to wellness. Oversee discharge planning.
- Lead groups and psychoeducational seminars. Contribute to group development and clinical programming design.
- Identify veteran needs and coordinate guest speakers and wellness activities involving community partners and volunteers. Plan life skills outings.
- Participate in the phone screening and admission interviews of Veteran applicants. Track Applications for Admission and schedule screening calls.
- Provide outreach to the community as needed. Coordinate volunteer projects.
- Develop a list of referrals and resources to assist in transition planning and referrals for applicants who do meet TPH criteria.
- Act as primary supervision for residential clients when no other clinical staff is present.
- Actively engage in treatment team meetings regarding residents' care.
- Facilitate community meetings.
- Act as a role model for clients and facilitate appropriate behavior with respect to dialing living skills, self-care, personal interaction, social relationships, and constructive time management.
- Manage conflict between residents
- Enforce program rules, policies, and procedures.
- Ensure the safety of clients by limiting access to facility to clients, staff, and authorized visitors.
- Answer agency phone and take messages or provide referrals when appropriate.
- Track whereabouts of residents when off site by enforcing check-outs and sign ins.

- Interact with clients regularly to provide support as needed and adhere to confidentiality standards.
- Provide varying shift coverage as needed and available.
- Respond appropriately to emergencies according to guidelines established by emergency plans.
- Communicate with other staff members to ensure consistency across the treatment team.
- Maintain thorough and accurate records in electronic record system.
- Provide administrative assistance to the program and administrative staff as needed, specifically working on projects with Manager of Admin and Development.
- Input data relevant to research when needed.
- Any additional duties assigned as needed related to patient care and facility management.

Qualifications, Skills and Abilities

- M.A./M.S. in counseling, social work, marriage and family therapy, or related field required. CA clinical license preferred.
- 1 year of direct care with a mental health population required. 2 years' residential program experience preferred.
- Preferred experience working with veteran issues and mental health related issues
- Supportive, patient, responsible, and energetic team player
- Ability to work a flexible schedule, including weekends as needed
- Excellent verbal and written communication skills
- Conflict resolution experience
- Ability to lift and move furniture up to 40 lbs.
- Ability to work with various cleaning products and assist with moderate cleaning
- Able to respond to crises in a manner consistent with policies and procedures
- Ability to cooperate and contribute as part of a multi-disciplinary team
- Able to maintain healthy boundaries with clients and staff
- Time management and ability to prioritize tasks
- Computer literate
- CPR and First Aid certification required
- Valid Driver's License
- Criminal background check, fingerprint imaging, and tuberculosis (TB) clearance required before start

TO APPLY: No phone calls. No employment agencies. Applicants should submit a resume and one-page letter of interest explaining your qualifications for the position and why it appeals to you. Submit to info@thepathwayhome.org

INFORMATION: In the subject line type LAST NAME_FIRST NAME – Case Manager.
www.thepathwayhome.org